# **GOVONLINE AGENCY PORTAL**

## Reference Guide

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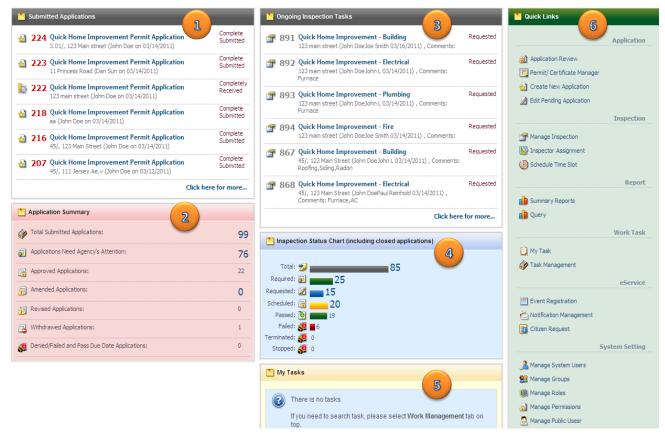
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### 1 GovOnline Agency Portal Home

GovOnline Agency Portal Home site provides many dashboards to allow the current log-in agency user to have direct "quick access" to the desired functional areas to perform his or her daily job functions.



< GovOnline Agency Portal Home Site >

Below are the brief functional descriptions of each dashboard block:

- Submitted Applications: this block displays the newly submitted applications that may need to be reviewed
- 2. Application Summary: this block displays the summary of submitted applications
- Ongoing Inspection Tasks: this block allows the current agency user to review the inspection task items
- 4. **Inspection Status Chart:** this blocks displays the summary of inspection status
- 5. **My Tasks:** this block lists the work tasks that were assigned to the logged on agency user
- 6. Quick Links: this blocks provides short-cuts to many useful GovOnline functional areas

### 2 Manage Application

GovOnline Agency system allows the agency user (with adequate application access permissions) to review, update, edit, and approve the submitted applications.

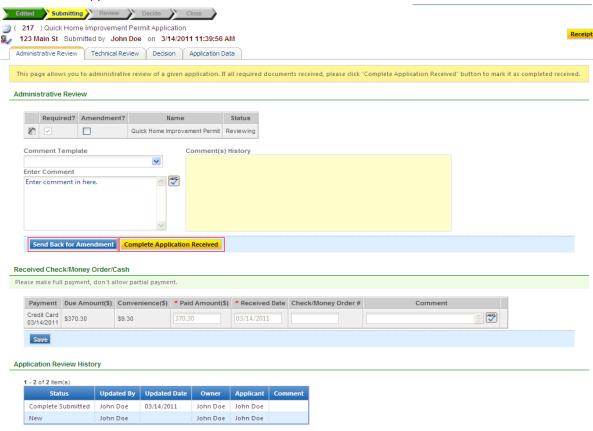
Let's use one example submitted application to take you through a typical permit application management lifecycle. From GovOnline Portal Home page, the agency user simply click a selected submitted permit

application icon (such as: < 217 Quick Home Improvement Permit Application >) from " Submitted Applications" dashboard area to access this just submitted permit application. Once entering into the selected application page, the agency user can receive an overview of the current application status (from status bar) and work on the current case by accessing the four tabs:

- Administrative Review (Tab)
- Technical Review (Tab)
- Decision (Tab)
- Application Data (Tab)

#### 2.1 Administrative Review Tab

Under the Administrative Review tab (screen), the agency user has the flexibility to decide if the complete application has been received, review the permit application fee payment status, and review the history of this submitted application.

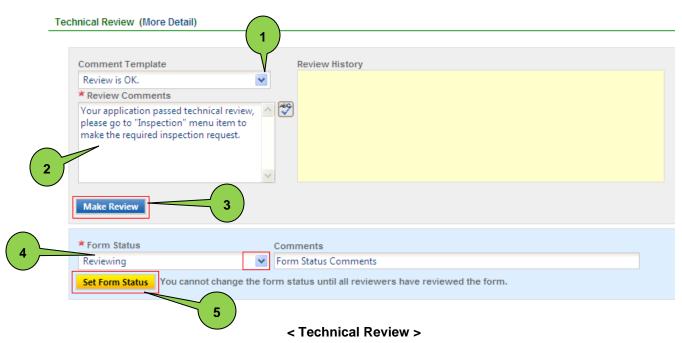


< Permit Application Status and Administrative Review Features >

If all submitted materials are reviewed and satisfied, "Complete Application Received" button (Complete Application Received ) should be used to denote the official acceptance of the underline permit application. Otherwise, "Send Back for Amendment" button (Complete Application Received ) should be used to denote the official acceptance of the underline permit application. Otherwise, "Send Back for Amendment" button (Complete Application Received ) should be used to denote the official acceptance of the underline permit application. Otherwise, "Send Back for Amendment" button (Complete Application Received ) should be used to denote the official acceptance of the underline permit application. Otherwise, "Send Back for Amendment" button (Complete Application Received ) can be used, in a back-and-forth manner to ask for more information or data corrections from the applicant.

### 2.2 Technical Review Tab

To perform Technical Review, agency user would first review the applicant's submitted data under "Application Data" ( Application Data ) tab to verify all required data were entered and received correctly.



Here are brief descriptions of typical actions that may be carried out by agency user (as marked numbers shown in the above Technical Review screen section):

- An agency user could enter a comment by selecting a user defined "Comment Template". The default "Comment Template" provided by GovOnline system are:
  - a. Review is OK
  - b. Review is failed
- 2. Type the detail comments under "Review Comments" field.
- 3. Click Make Review button to save the comment. All saved comments will be displayed in "Review History" box
- 4. An agency user can then make a decision at a proper time for the permit application "Form" technical review. The "Form Status" combo box shown in above screenshot consists of following status types:
  - a. Reviewing: Form is currently under reviewer's review
  - b. **Approved**: Form has been approved by reviewer.
  - c. **Denied**: Form has been denied by reviewer (applicant may go through appeal process to appeal the reviewer's decision)

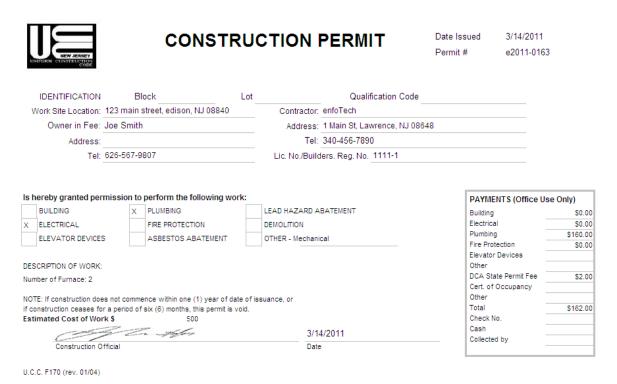
- d. **Amended**: Reviewer may need to contact applicant to discuss, modify, or correct submitted form(s). Set Form status to "Amended" when the submitted application needs to be assigned back to applicant for modification(s).
- 5. Click Set Form Status button to confirm the "Form Status" decision.

When technical review has been successfully passed by the reviewer(s), a construction Permit can be issued so that the applicant can start the construction work.



#### < View Issued Permit >

The agency user can click button to view / review the Construction Permit just issued (see sample Construction Permit below).



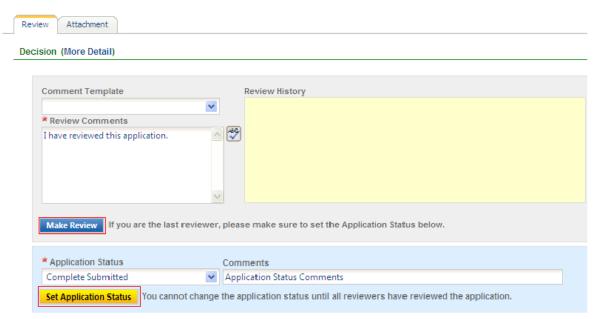
< Example Construction Permit >

### 2.3 Decision Tab

Under Decision tab, an agency user can review the permit application package in a global view and perform the following:

- · Review the whole application
- Review/Add Additional Attachment(s)
- Make a final Decision

#### 2.3.1 Review



< Decision/Review Tab >

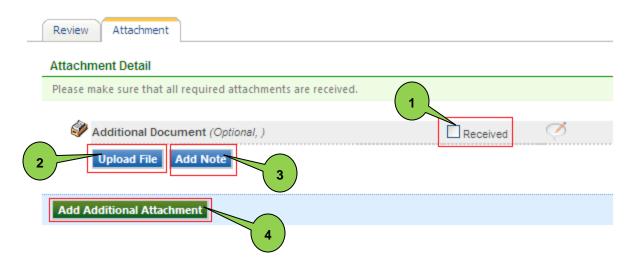
The final Decision review steps are quite similar to Technical review steps. Please refer to Technical Review for details.

Below are brief descriptions for all GovOnline supported "Application Status" types:

- 1. Amendment: Reviewer has sent submitted application back to applicant for amendment
- 2. Complete Received: Application has been completely received by agency
- 3. Complete Submitted: Applicant submitted all application Forms/Documents
- Approved: Submitted application is approved by reviewer (ready to issue permit or issue certificate)
- 5. Withdrawal: Submitted application has been withdrawal
- 6. **Denial:** Submitted application has been denied (applicant may go through appeal process to appeal the reviewer's decision)
- 7. **Revised Application**: Submitted application has been revised.
- 8. Pass Due Date: Submitted application has passed the due date
- 9. Technical Review Completed: Technical review has been completed

### 2.3.2 Attachment

Under Attachment tab, an agency user can review and manage the attachments submitted by an applicant.



< Decision/Attachment Tab >

Here are brief descriptions of typical actions that may be carried out by agency user (as marked numbers shown in the above Attachment screen section):

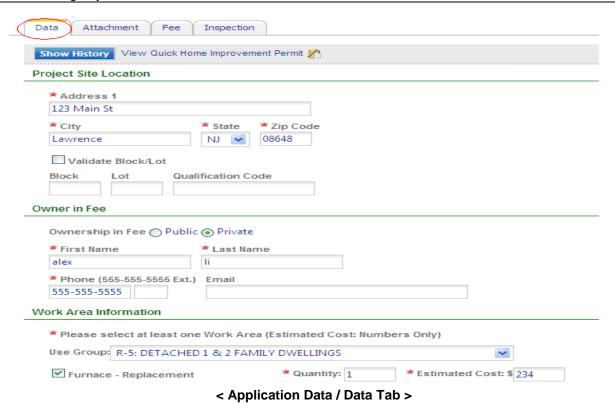
- 1. An agency user is able to check the **Received** checkbox when he/she receives the corresponding attachment
- 2. An agency user can upload files (received from applicant) as attachments by clicking button
- 3. An agency user may add special "note" to attachments by clicking Add Note button
- 4. An agency user also has the flexibility to require the applicant to submit additional attachments by clicking the Add Additional Attachment button

### 2.4 Application Data Tab

At any agency user Review/Decision stages (such as Administrative review or a Technical review), "Application Data" tab allows the reviewer(s) to fully access to the user submitted data. Under this tab, it consists of four sub-tabs:

- Data: It includes all original applicant submitted data (Form(s)), such as Project Site Location;
   Owner in Fee; Work Area information; Responsible Person in Charge once Work has Begun and Principal Contractor related information
- Attachment: This tab collects all attachments submitted by the applicant or entered by the reviewer(s)
- Fee: It allows agency user to review required permit fee(s) and potentially add additional required fee(s)
- **Inspection:** It allows agency user to review required Inspection(s) and confirm / create the required Inspection(s) and publish them (make them available) to the applicant

### 2.4.1 Data



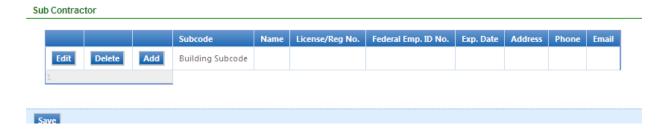
Agency user can review the user submitted application data and make needed modification when necessary.



Agency user may add required sub contractor information at the Sub Contractor section by clicking the button.

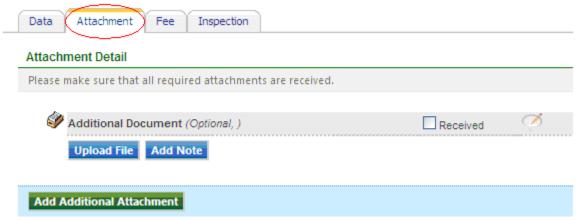


After inputting the necessary Sub Contractor information, click or to confirm.



Agency user may also delete or edit the subcontractor information by clicking the Delete or Edit button.

### 2.4.2 Attachment

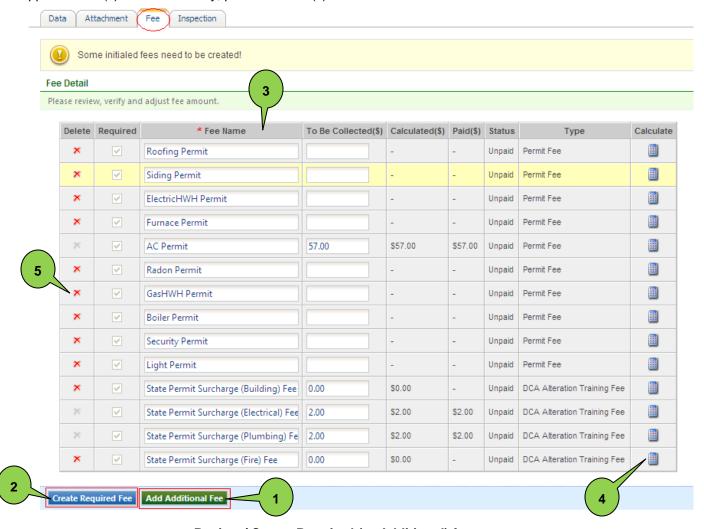


< Application Data / Attachment Tab >

The Attachment tab is the same as Technical review attachment. Please refer to the Attachment review details under the Technical Review section.

### 2.4.3 Fee

Under this section an agency user can review the required fee(s), add additional fee(s), delete not applicable fee(s) and when ready, publish the fee(s).



<Review / Create Required (or Additional) fee >

Here are brief descriptions of typical actions that may be carried out by agency user (as marked numbers shown in the above Fee screen section):

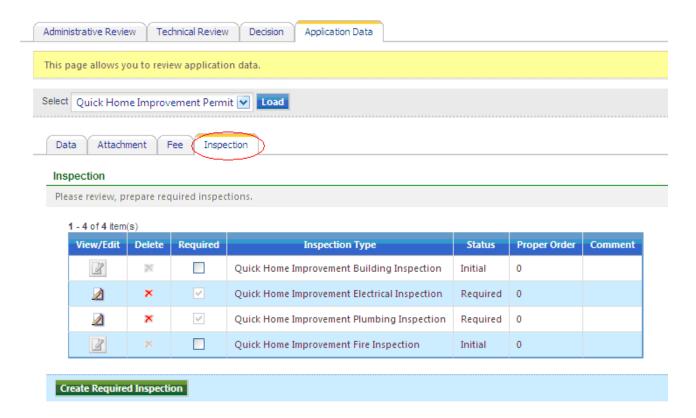
- An agency user reviews the Fee Details and has the flexibility to add additional fee(s) by clicking the Add Additional Fee button
- 2. After an agency user reviews/updates the necessary fee information, he or she should select the checkbox in the "Required" column (for all required fees) and click 

  Create Required Fee button to publish fees to the applicant
- 3. The fee name is required to be filled out under the "Fee Name" column.
- 4. If a user adds a new fee, the calculate ( ) button can be clicked to initialize the fee.
- To delete a fee, click 
   icon under the Delete column ("delete" means to remove not applicable fee(s)).

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### 2.4.4 Inspection

Under this tab, an agency user can select required inspection(s) for this permit application and published them to the applicant so that an applicant can receive and review the required Inspection(s) and when ready, request to schedule the required inspections.



### <Application Data / Inspection Tab >

Here are brief descriptions of typical actions that may be carried out by agency user (as marked numbers shown in the above Inspection screen section):

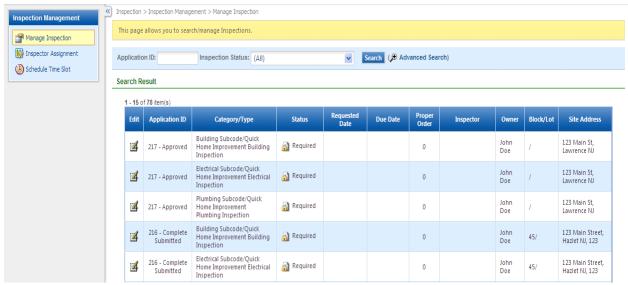
- 1. An agency user can review the application form by clicking the 2 icon
- 2. An agency user can specify if the inspection will be required by checking the check-box under the "Required" column
- 3. An agency user should click the Create Required Inspection button to confirm and publish the required Inspection(s) to the applicant
- An agency user can delete not required inspections by clicking the 

  icon under the Delete column.

### 3 Inspection Management

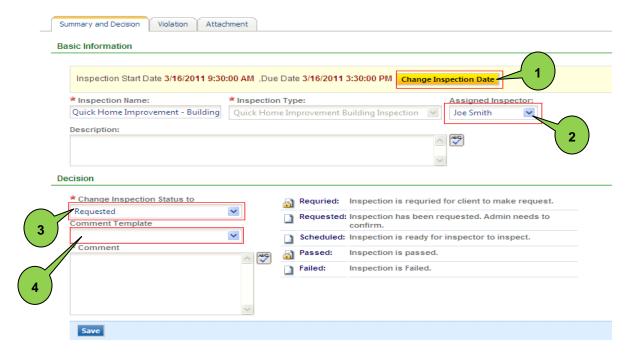
GovOnline Inspection Management system allows an agency user to manage inspections, inspector assignments and manage time slot scheduling.





< Inspection Management >

An agency user can view any submitted application by simply clicking the "**Edit**" ( ) button. Once the applicant is ready and requests to receive the schedule(s) of the required inspection(s), agency user may review the inspection summary and make a inspection related decision (under Summary & Decision tab).

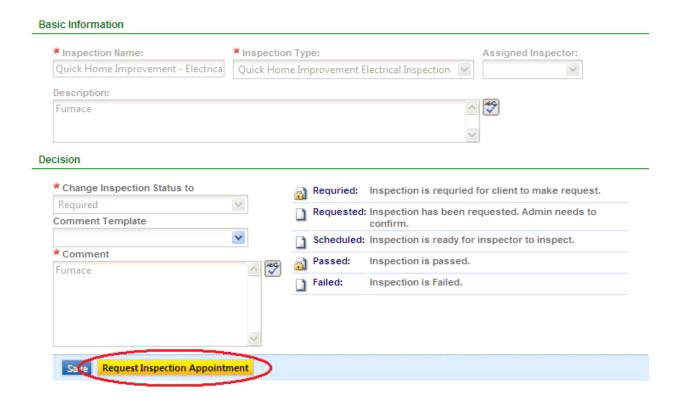


#### < Inspection Summary and Decision Tab >

Here are brief descriptions of typical actions that may be carried out by agency user (as marked numbers shown in the above Inspection Summary screen section):

- 1. Change inspection date if necessary
- 2. Change the inspector if necessary
- 3. Change inspection Status from Request to Scheduled. Supported inspection status types include:
  - Required: Inspection is required for applicant (ready for client to make inspection request)
  - b) **Requested**: Inspection has been requested by the applicant
  - c) **Scheduled**: Inspection request has been acknowledged by agency user and scheduled according to the applicant's requested inspection date
- 4. Select a pre-defined comment template and leave any necessary comments regarding the inspection status change status
- 5. Click Save to confirm and save all edits.

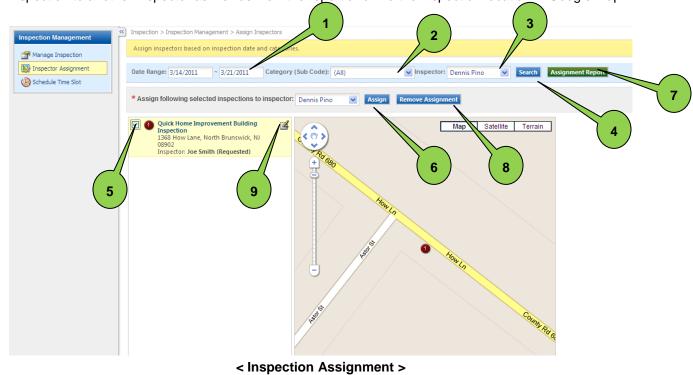
However, with existing outstanding "required" inspection(s), the applicant can always call in to request for an inspection schedule (or change an existing inspection schedule), At this moment, the agency user may directly make an appointment for the applicant by clicking Request Inspection Appointment button (see attached screen below).



< Inspection Summary and Decision - Request Inspection Appointment >

### 3.2 Inspector Assignment

Under this menu option, an agency user (such as Technical Assistant or Inspector) can re-assign an inspection to another inspector as well as view the report and find the inspection location in Google Map.



Here are brief descriptions of typical actions that may be carried out by agency user (as marked numbers shown in the above Inspection Assignment screen section):

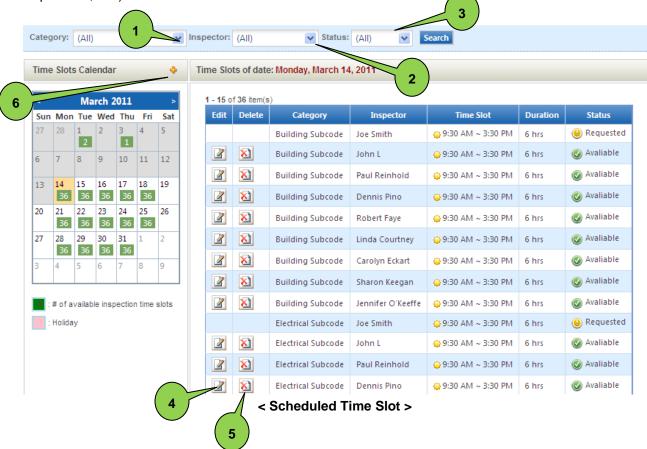
- 1. Specify a date range to view all scheduled inspections falling into that range
- 2. An agency user can narrow down his or her search by only selecting a specific Sub-code
- 3. Search all inspections assign to an individual inspector
- 4. Once search criteria are entered, clicks the Search button to load the corresponding inspections
- 5. Selecting a particular inspection by checking the inspection "checkbox"
- 6. Choose an inspector that the "selected" inspection(s) will be assigned to and then click button to confirm action
- 7. An agency user can review the Inspection Assignment history report by clicking the Assignment Report button. The sample report is shown below.
- 8. An agency user can remove "selected" inspection assignments by clicking Remove Assignment button
- 9. An agency user can view the Inspection Edit Entry by simply clicking the **Edit** (" <sup>4</sup> ") button



< Inspection Assignment Report >

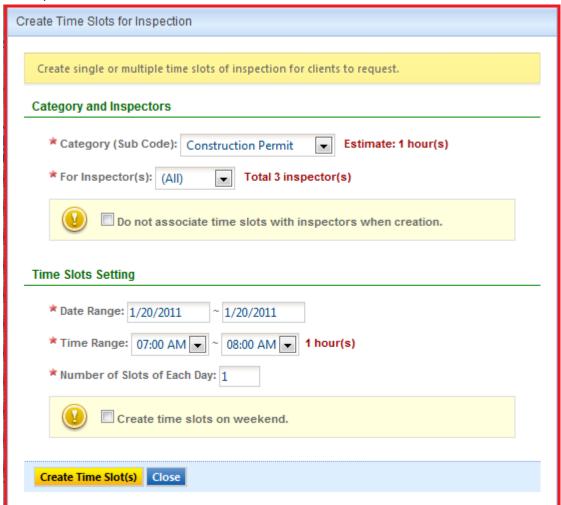
#### 3.3 Schedule Time Slot

Under this menu option, an agency user can manage inspection time slots (edit, delete and schedule inspections, etc.).



Here are brief descriptions of typical actions that may be carried out by agency user (as marked numbers shown in the above Schedule Time Slot screen section):

- 1. Select the inspection category
- 2. Specify the inspector if necessary
- 3. Select the targeted inspection status to be searched and then click Search button to trigger action
- An agency user can view/edit the selected Inspection slot by simply clicking the "Edit" ( ) button
- An agency user can delete the selected inspection slot by simply clicking the "Delete" ( button
- 6. An agency user can create new time slot(s) for inspector(s) by clicking the "Add" button. The sample "Create Time Slot" screen is shown below.



< Create Inspection Time Slot >

Here are brief descriptions of typical actions that may be carried out by agency user (as marked numbers shown in the above Create Inspection Time Slot screen section):

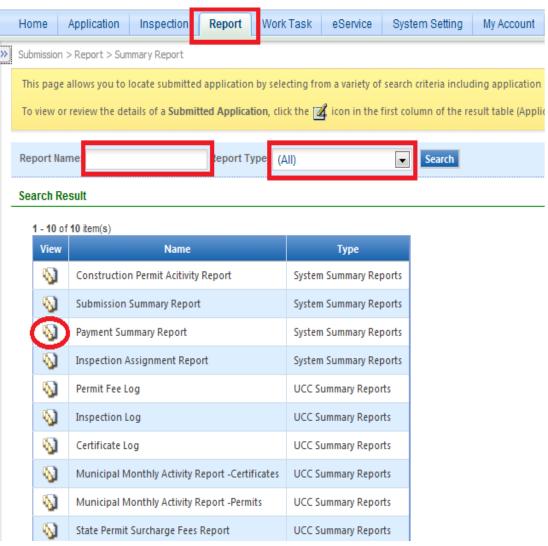
- 1. At the popup window, the agency user first need to indicate what the inspection category (SubCode) is to be worked on and who the inspector will be for
- 2. **Time slots setting** area is designed to create time slot(s) for inspector(s). By default it is associated with the inspector you identified in Inspector dropdown

- 3. "Do not associate time slots with inspectors when creation" should be checked for creating blank Inspection Time slots (no inspector(s) will be associated at time slot creation time)
- 4. Fill in **Time Slots Setting** section parameters includes Data Range, Time Range Setting and Number of Slots for each day
- 5. If agency will be open on weekend during Time Slot creating date range, check "Create time slots on Weekend" check box
- 6. Click the Create Time Slot(s) button to create the time slot(s)

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### 4 Report

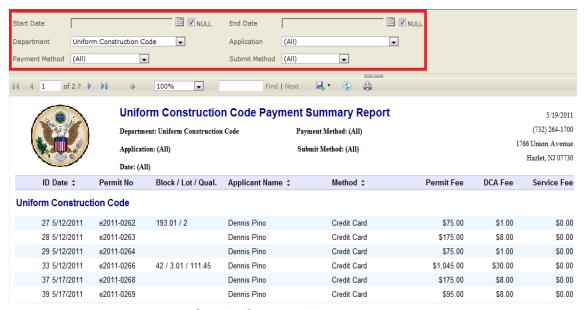
From Report menu tab, agency can locate desired summary report by clicking the desired report's view icon. A report name and report type's drop down can be used to filter out unwanted reports.



< Summary Reports List >

### 4.1 Filtering Criteria

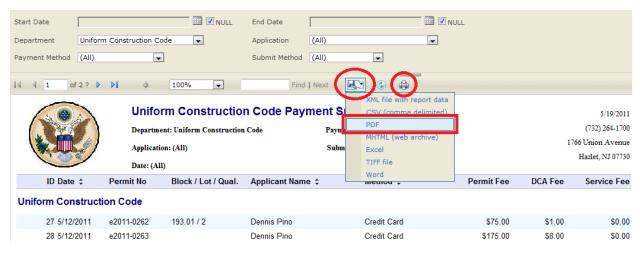
From the report filtering criteria section, records selection can be set based on different individual criteria. For example: Date range can be specified, Department name or permit name can be specified, payment by credit or check . . . can be specified to retrieve desired records.



< Sample Summary Report >

### 4.2 Export & Print Report

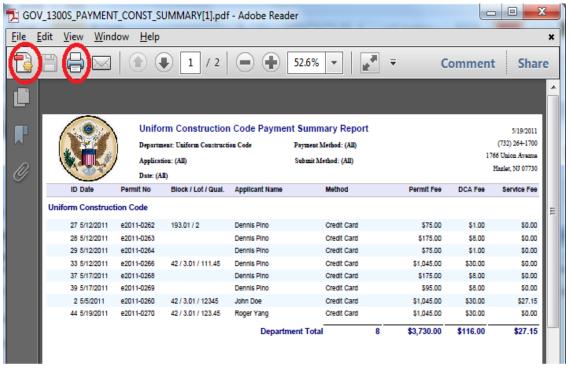
Report can be printed directly by clicking the printer icon. Report can also be exported to different format, such as XML, CSV, PDF, Excel or Word.



< Export/Print Sample Summary Report >

### 4.3 PDF Report

Once report is exported by selecting PDF format, the PDF report can be saved to be a PDF report or it can be printed out in PDF format directly by clicking printer icon.



< Sample PDF Summary Report >

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### 5 Work Task

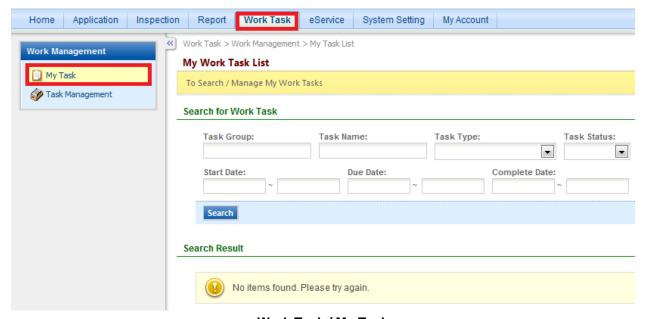
From Work Task menu tab, agency can locate desired task by clicking "My Task" or "Task Management" on the left panel.



< Work Task >

### 5.1 My Task

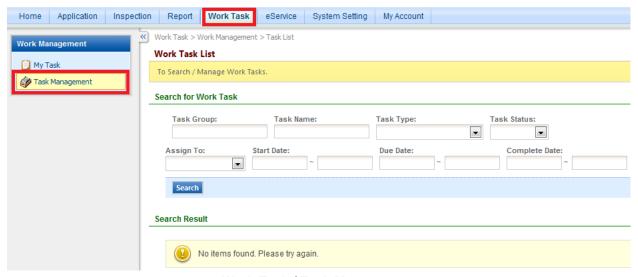
My Task allows agency provides specific selection criteria to retrieve desired work tasks which belong to the agency.



< Work Task / My Task >

### 5.2 Task Management

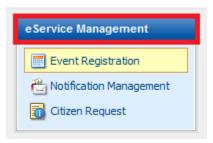
Task Management allows agency to modify the selected work task.



< Work Task / Task Management >

### 6 eServices

GovOnline's eServices allows public users register Township sponsored events online, make citizen request online and it also allows agency makes public announcement.

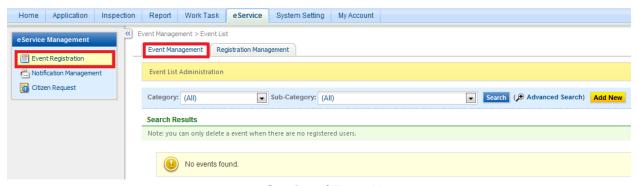


< eServices >

### 6.1 Event Registration

In order for public user being able to register Township sponsored event, agency needs to set up the event first thru Event Management.

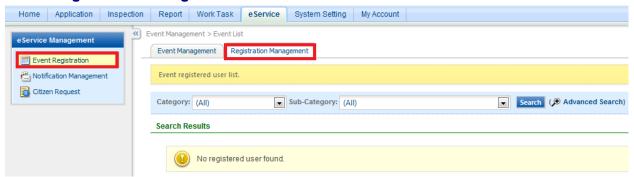
### 6.1.1 Event Management



< eServices / Event Management >

- To add a new event, click ( Add New ) button and fill out all event information.
- Select Category/Sub-Category item and then click (Search) button to select desired event to modify.
- To edit an existing event, click ("**Edit**") button and fill out the event information needs to be updated then click "**Save**" button to confirm the update.

### 6.1.2 Registration Management

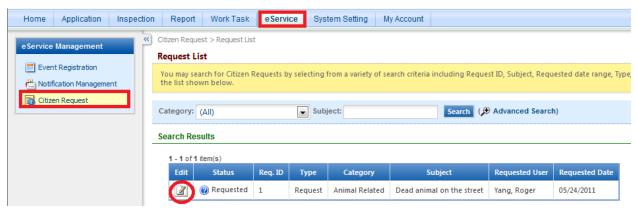


< eServices / Registration Management >

- Select Category/Sub-Category item and then click (Search) button to select desired registration to modify.
- To edit an existing registration, click ("**Edit**") button and fill out the registration information needs to be updated then click "**Save**" button to confirm the update.

### 6.1.3 Notification Management

GovOnline's eServices allows agency users make public announcement.

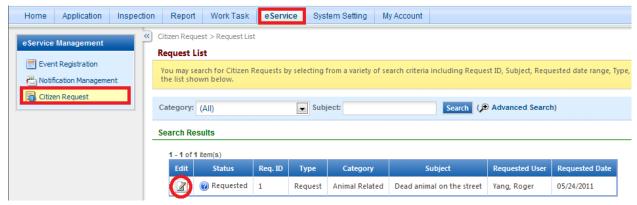


< eServices / Notification Management >

- To add a new notification, click ( Add New ) button and fill out all notification information.
- Select Category/Sub-Category item and then click (Search) button to select desired notification to modify.
- To edit an existing notification, click Edit( ) button and fill out the notification information needs to be updated then click "Save" button to confirm the update.

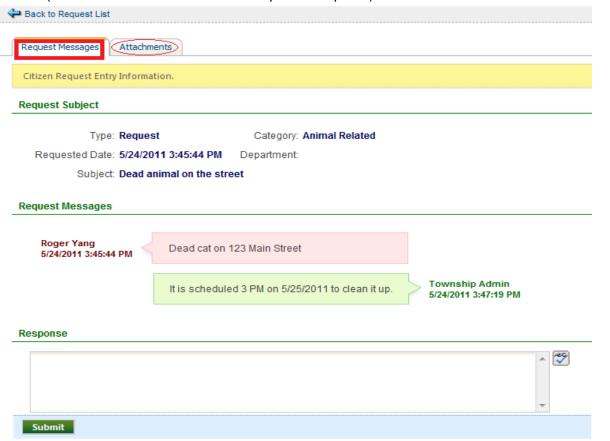
### 6.2 Citizen Request

GovOnline's eServices allows public users make citizen request and agency user replies his response back. All the back and forth correspondences will be stored and displayed.



### < eServices / Citizen Request >

- To edit an existing request, click Edit ( ) button to fill out the response information.
- (Use "Advance Search" to retrieve responded requests)



< eServices / Citizen Request / Response >

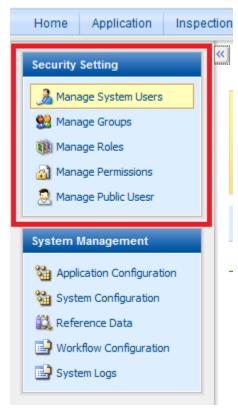
Fill out the response information then click "Submit" button to confirm the response.

### 7 System Setting

Security setting can be set from System Setting. This section provides various system level's and application level's configuration. It also provides the capability to manage reference data which includes application fees' configuration. This also provides workflow configuration and system log's management.

### 7.1 Security Setting

It is used to manage application security setting which includes manage system/public users and manage groups/roles and permissions.

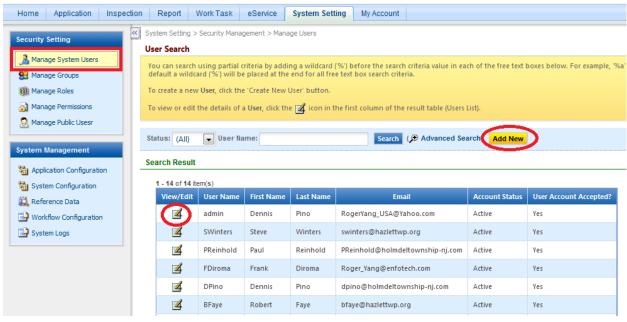


< System Setting >

### 7.1.1 Manage System Users

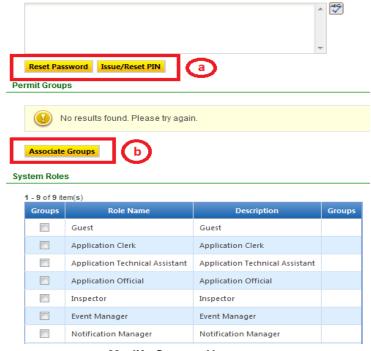
This is used to add new agency user or modify existing agency user's information which includes reset PIN/Password and also manage user's security group.

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< Manage System Users >

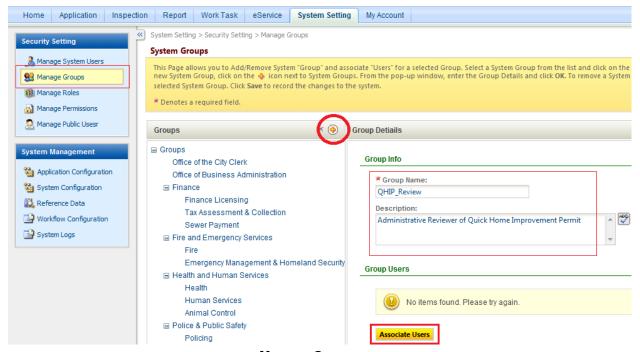
- To add a new agency user, click "Add New" button and fill out all required information. Once "Save User Info" button is clicked, a randomly generated password will be sent to the user's email address.
- 2. To modify an existing agency user, click on View/Edit (" .") icon to select the desired user to update. Once the modification is finished, click "Save User Info" to save all changes.
  - a. Password and PIN can be reset here.
  - b. Selected groups can be associated here.



< Modify System Users >

### 7.1.2 Manage Groups

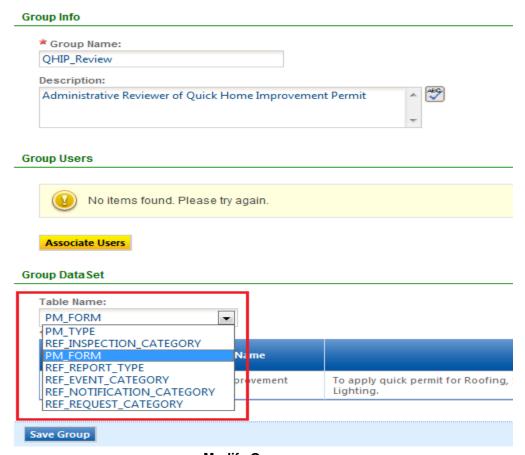
This is used to add new user group or modify existing user group which includes modify the associated users with the user group and also the user group property setting of Permit Type, Inspection Type, Report Type, Event Type, Notification Type and Request Type.



< Manage Groups >

- 1. To add a new user group, click "+" icon and fill out group name and description.
- 2. Then click "Associate Users" button to select users to be associated with the group.
- 3. Click "Save Group" button at the end of the page to save all changes.

Group property setting can be set from "Group DataSet" dropdown. For example choose PM\_TYPE (Permit Type) to set the group property for the associated users who have access rights to the selected permit application types. Choose REF\_INSPECTION\_CATEGORY (Inspection Type) to set the group property for the associated users who have access rights to the selected inspection types.



### < Modify Groups >

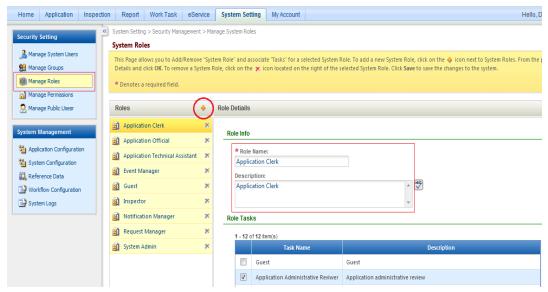
- 1. **PM\_TYPE** (Permit Type): To set the group property for the associated users who have access rights to the selected permit application types.
- 2. **REF\_INSPECTION\_CATEGORY** (Inspection Type): To set the group property for the associated users who have access rights to the selected inspection types.
- 3. **PM\_FORM** (Form Type): To set the group property for the associated users who have access rights to the selected application form types.
- 4. **REF\_REPORT\_TYPE** (Report Type): To set the group property for the associated users who have access rights to the selected report types.
- 5. **REF\_EVENT\_CATEGORY** (Event Type): To set the group property for the associated users who have access rights to the selected event types.
- 6. **REF\_NOTIFICATION\_CATEGORY** (Notification Type): To set the group property for the associated users who have access rights to the selected notification types.
- 7. **REF\_REQUEST\_CATEGORY** (Request Type): To set the group property for the associated users who have access rights to the selected request types.

Reference Guide

### 7.1.3 Manage Roles

GovOnline Agency Portal

This is used to add new user role or modify existing user role which includes modify the associated role tasks (permission sets) with the user role.

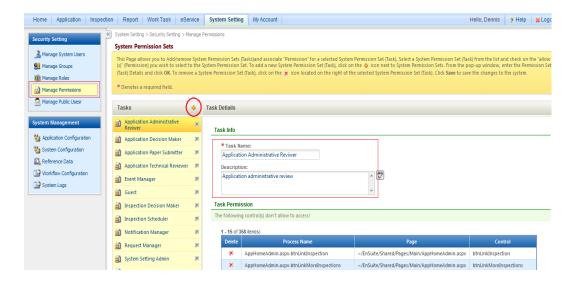


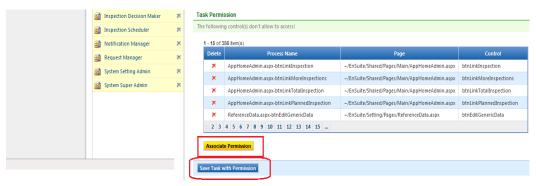
< Manage Roles >

- 1. To add a new user role, click "+" icon and fill out role name and description.
- 2. Then select role tasks (permission sets) to be associated with the role.
- 3. Click "Save Role" button at the end of the page to save all changes.

### 7.1.4 Manage Permissions

This is used to add new role task (permission set) or modify existing role task which includes modify the associated permissions (process/page/controls) with the role task.





< Manage Permission Sets >

- 1. To add a new role task, click "+" icon and fill out role task name and description.
- Click "Associate Permission" to select desired permissions (process/page/controls) to be associated with the role task.
- 3. Click "X" icon to disassociate associated permissions.
- 4. Click "Save Task with Permission" button at the end of the page to save all changes.

### 7.1.5 Manage Public User

This is used to add new public user or modify existing public user which includes modify the user's information, change status and reset password or PIN.

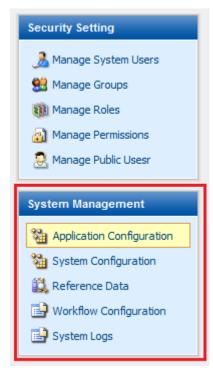


<Manage Public User>

- 1. To add a new role task, click "**Add New**" button and fill out all required user information. Once "**Save**" button is clicked, a randomly generated password will be sent to the user's email address.
- 2. To modify an existing agency user, click on View/Edit (" .") icon to select the desired user to update. Once the modification is finished, click "Save" to save all changes.
  - a. Click Change Status " 🥯 " icon to change public user's status.
  - b. Click Reset Password " 🎒 " icon to reset public user's login password.
  - c. Click Reset PIN " icon to reset public user's PIN.

### 7.2 System Management

It is used to set up system level configuration and also application level configuration. It can also take care of workflow configuration and system logs.



<System Management>

### 7.2.1 Application Configuration

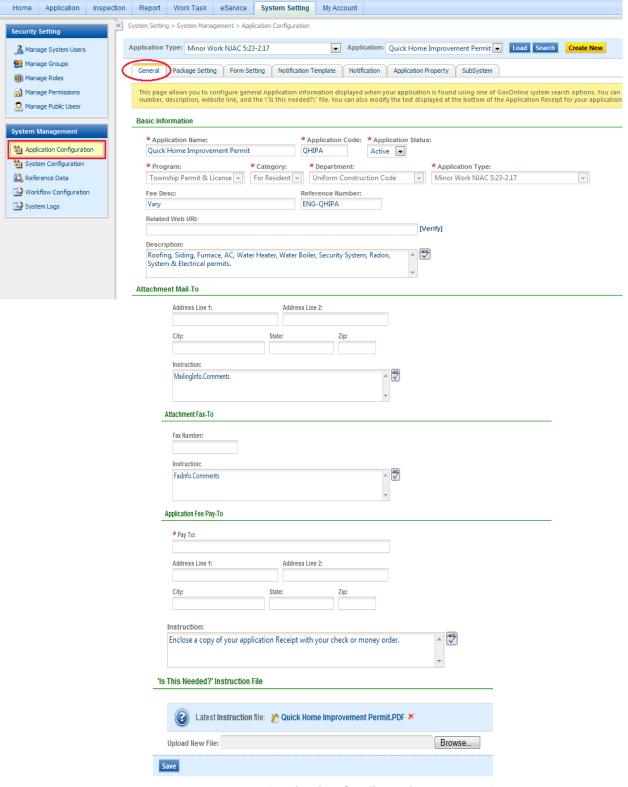
It is used to set up application level configuration. Click "Add New" button to add new application configuration. Or click Edit (" 2") icon to modify existing application configuration.



< Application Configuration >

#### 7.2.1.1 General

It is used to set up application's general configuration. It consists of application information, attachment's mail-to and fax-to address and fee pay-to (to send check) address. It also provides capability to upload application instruction in PDF format.

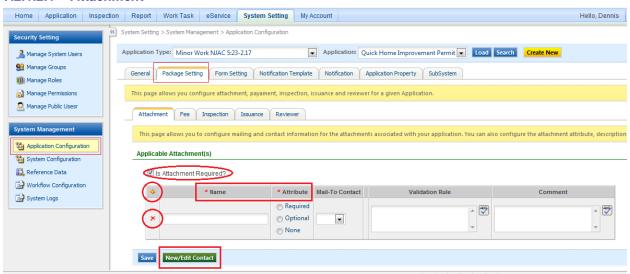


< 7.2.1.1 Application Configuration – General >

## 7.2.1.2 Package Setting

It is used to set up application package's configuration. If the attachments, fees, inspections, issuance and reviewer are required for the application package, configuration needs to be set here.

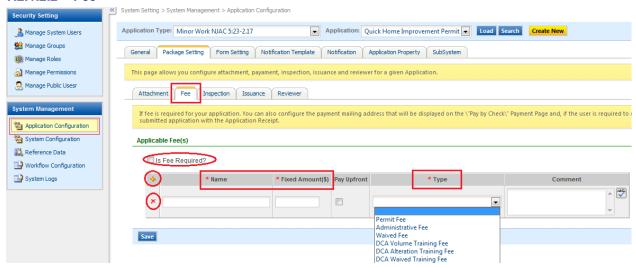
#### 7.2.1.2.1 Attachment



< 7.2.1.2.1 Application Configuration/Package Setting - Attachment >

- Click the checkbox ( ) if the attachment page needs to be displayed.
- Click ( New/Edit Contact ) icon to add a new attachment mail-to contact or modify existing contact.
- Click ( ) icon to add additional required/optional attachments. Optional mail-to contact can be selected. Attachment name and attribute are required to be specified.
- Click ( ) icon to delete the selected attachment.
- Select "Required" option button if the attachment is required.

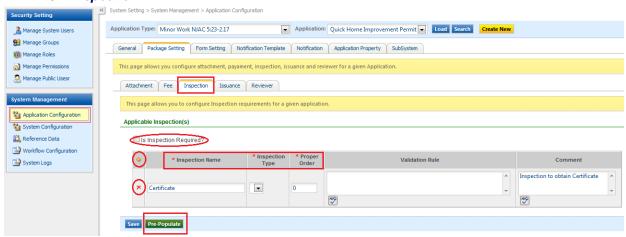
## 7.2.1.2.2 Fee



< 7.2.1.2.2 Application Configuration/Package Setting - Fee >

- Click the checkbox ( ) if the fee page needs to be displayed.
- Click ( ) icon to add additional required fees. Fee name and amount and fee type are required fields to be specified.
- Click ( ) icon to delete the selected fee.
- Pay Upfront checkbox needs to be checked if the fee needs to be paid up front.

#### 7.2.1.2.3 Inspection

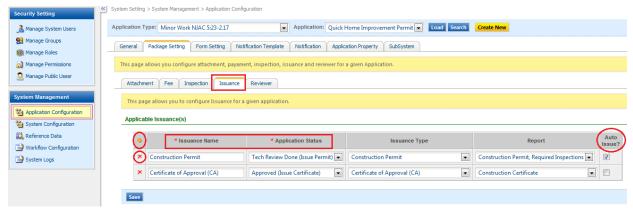


< 7.2.1.2.3 Application Configuration/Package Setting - Inspection >

- Click the checkbox ( ) if the inspection page is needed for the application.
- Click ( Pre-Populate ) icon to pre-populate pre-configured inspections.
- Click ( ) icon to add additional inspection. Inspection name, type and proper order fields are required to be specified.
- Click ( ) icon to delete the selected inspection.

Reference Guide

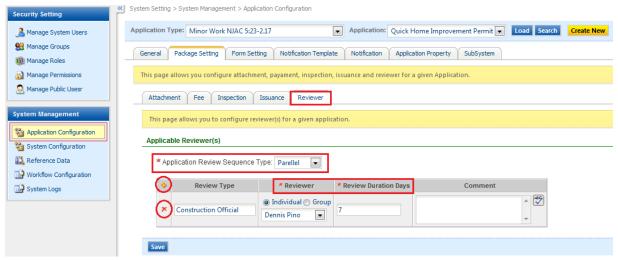
## 7.2.1.2.4 Issuance



< 7.2.1.2.4 Application Configuration/Package Setting - Issuance >

- Click ( ) icon to add additional issuance. Issuance name is required to be specified.
- Click ( ) icon to delete the selected inspection.
- Application status is used to determine when the issuance should happen.
- "Auto Issue" is used to determine whether the issuance should be automatically triggered.

#### 7.2.1.2.5 Reviewer

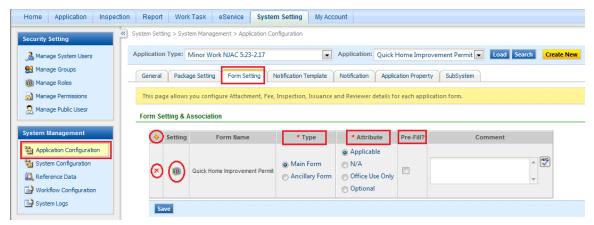


< 7.2.1.2.5 Application Configuration/Package Setting - Reviewer >

- Click ( ) icon to add additional issuance. Issuance name is required to be specified.
- Click ( ) icon to delete the selected inspection.
- Review sequence can be no sequence (parallel) or in sequence.
- Reviewer can be one individual or group of many individuals.
- Review duration days need to be specified to prevent any review delay.

#### 7.2.1.3 Form Setting

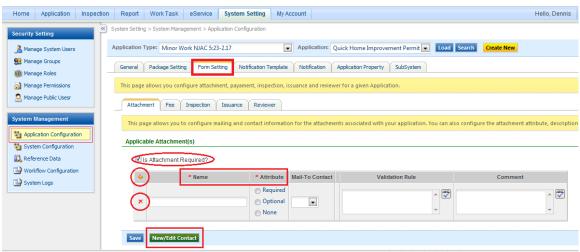
It is used to set up application form's configuration. If the attachments, fees, inspections, issuance and reviewer are required for the application form, configuration needs to be set here.



## < 7.2.1.3 Application Configuration/Form Setting >

- Click ( ) icon to add additional form for the application package. Form type and attribute fields
  are required to be specified. Main type form will be displayed for applicant to fill out. If pre-fill
  checkbox is checked, the form will be pre-filled with stored data.
- Click ( ) icon to delete the selected form.
- Click (<sup>11</sup>) icon to modify the selected form.

## 7.2.1.3.1 Attachment



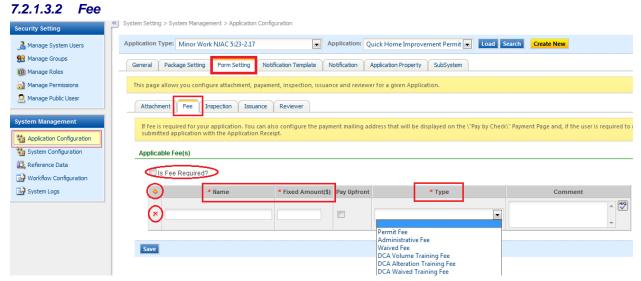
< 7.2.1.3.1 Application Configuration/Form Setting - Attachment >

- Click the checkbox ( ) if the attachment page needs to be displayed.
- Click ( New/Edit Contact ) icon to add a new attachment mail-to contact or modify existing contact.

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- Click ( ) icon to add additional required/optional attachments. Optional mail-to contact can be selected. Attachment name and attribute are required to be specified.
- Click ( ) icon to delete the selected attachment.
- Select "Required" option button if the attachment is required.

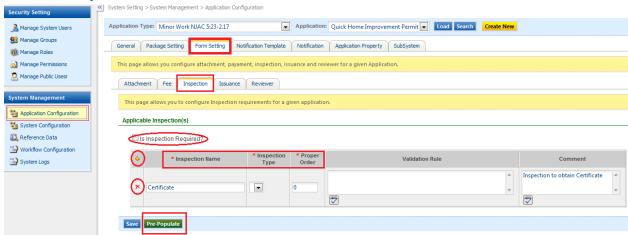
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< 7.2.1.3.2 Application Configuration/Package Setting - Fee >

- Click the checkbox ( ) if the fee page needs to be displayed.
- Click ( ) icon to add additional required fees. Fee name and amount and fee type are required fields to be specified.
- Click ( ) icon to delete the selected fee.
- Pay Upfront checkbox needs to be checked if the fee needs to be paid up front.

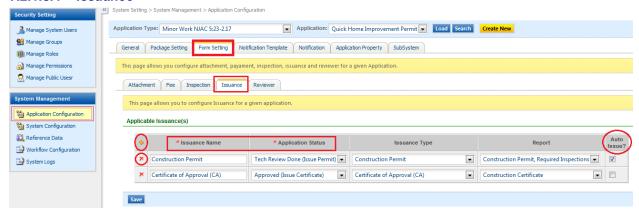




< 7.2.1.3.3 Application Configuration/Package Setting - Inspection >

- Click the checkbox ( $\square$ ) if the inspection page is needed for the application.
- Click ( Pre-Populate ) icon to pre-populate pre-configured inspections.
- Click ( ) icon to add additional inspection. Inspection name, type and proper order fields are required to be specified.
- Click ( ) icon to delete the selected inspection.

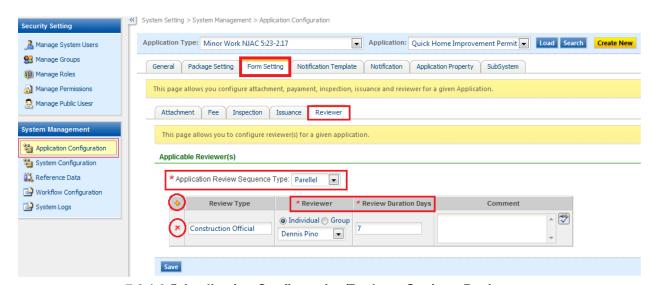
#### 7.2.1.3.4 Issuance



< 7.2.1.3.4 Application Configuration/Package Setting - Issuance >

- Click ( ) icon to add additional issuance. Issuance name is required to be specified.
- Click ( ) icon to delete the selected inspection.
- Application status is used to determine when the issuance should happen.
- "Auto Issue" is used to determine whether the issuance should be automatically triggered.

#### 7.2.1.3.5 Reviewer

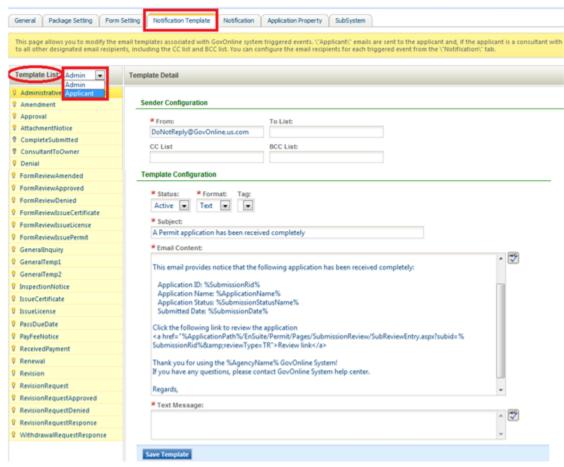


< 7.2.1.3.5 Application Configuration/Package Setting - Reviewer >

- Click ( ) icon to add additional issuance. Issuance name is required to be specified.
- Click ( ) icon to delete the selected inspection.
- Review sequence can be no sequence (parallel) or in sequence.
- Reviewer can be one individual or group of many individuals.
- Review duration days need to be specified to prevent any review delay.

#### 7.2.1.4 Notification Template

It is used to set up e-mail notification template for agency and applicant. Based on different event (such as approval, denial . . .), different content text needs to be set up, different recipients can be set up. Optional text message can also be set up.

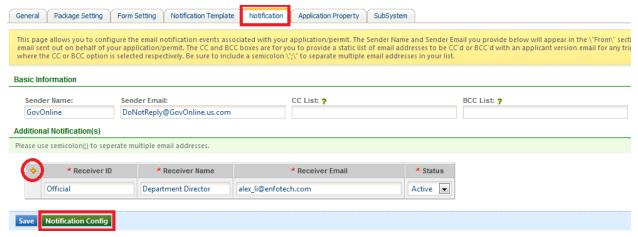


< 7.2.1.4 Application Configuration/Notification Template >

- For each desired notification template, select template item from template list to set up email recipient and content and message text.
- Click "Admin/Applicant" dropdown to select the notification template type.
- Fill out "FROM", "TO list", "CC list", "BCC list".
- Select status ("Active" or "Inactive"); format ("Text" or "HTML").
- Fill out email content text and message text.
- Click "Save Template" to save all changes.

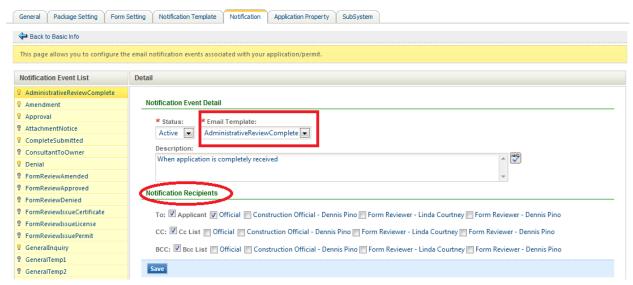
#### 7.2.1.5 Notification

It is used to set up notification's configuration. Choose email template and notification recipients for each notification event..



## < 7.2.1.5 Application Configuration/Notification >

- Click ( ) icon to set up notification receiver, multiple recipients can be set for each receiver.
- Once all receivers are set, click ( Notification Config ) icon to configure notification event.

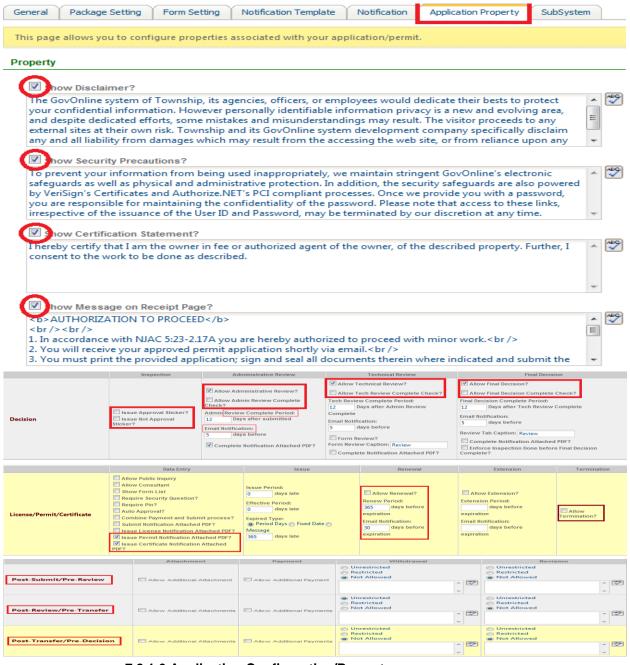


#### < 7.2.1.5 Application Configuration/Notification Configuration >

- Select email template from email template dropdown for the notification event.
- Select the receivers for the notification event. All agency staff who was given access rights will be shown to be selected.

## 7.2.1.6 Application Property

It is used to set up application property for each individual permit application. For example, Is permit renewable? Does permit need to have administrative review?

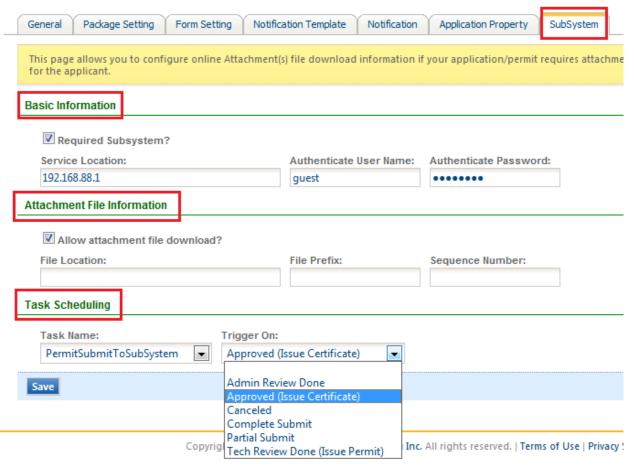


## < 7.2.1.6 Application Configuration/Property >

- Click ( ) to turn on any individual property for the selected permit application.
- Decide if the permit application needs to have administrative / technical review and final decision?
- Specify the review duration to send reminder email to prevent any review delay.
- Specify whether permit application allows renewal / extension or termination.
- Specify whether the email notification will have PDF format's application forms attached.
- Decide whether post review allow additional attachments, additional payments, withdraw or revision.

#### 7.2.1.7 Subsystem

It is used to set up application package's integration with subsystem.

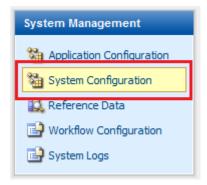


< 7.2.1.7 Application Configuration/Subsystem >

- Specify the service location, User/Password for GovOnline to integrate with subsystem.
- Specify the file location if the attachments download is allowed.
- Specify task name and triggering point for the subsystem integration.

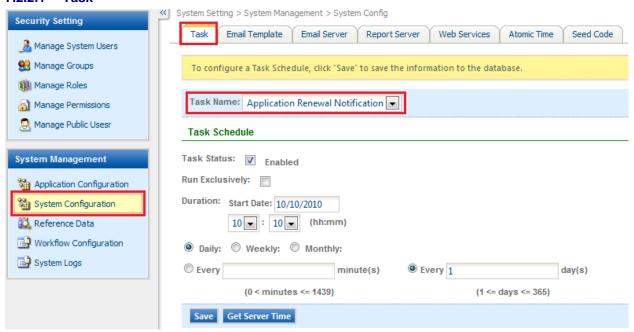
## 7.2.2 System Configuration

It is used to set up system level configuration. It can configure task, email template, email server, report server, web services, atomic time and seed code.



< 7.2.2 System Configuration >

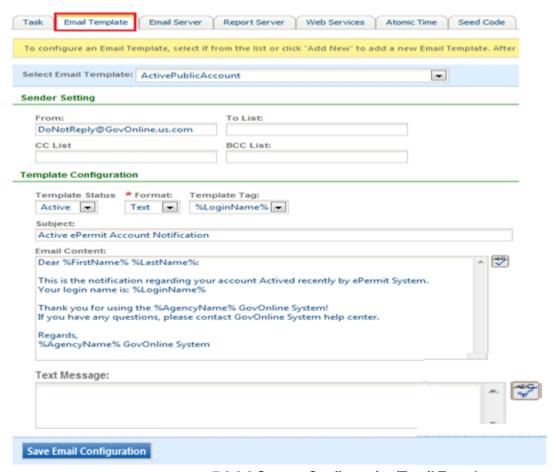
#### 7.2.2.1 Task



< 7.2.2.1 System Configuration/Task >

- Select desired task to be configured from the Task dropdown.
- Specify the task schedule for the selected task.

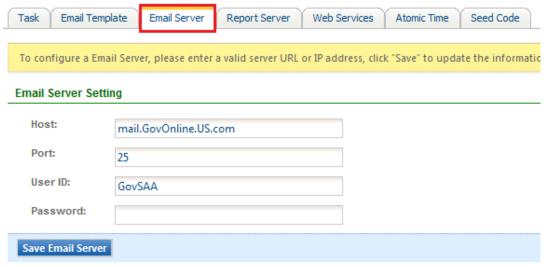
## 7.2.2.2 Email Template



< 7.2.2.2 System Configuration/Email Template >

- For each desired email template, select template item from template dropdown.
- Fill out "FROM", "TO list", "CC list", "BCC list".
- Select status ("Active" or "Inactive"); format ("Text" or "HTML").
- Fill out email content text and message text.
- Click "Save Email Template" to save all changes.

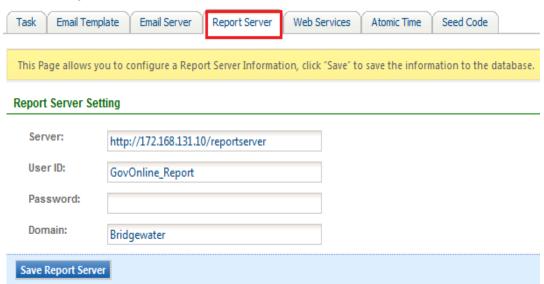
## 7.2.2.3 Email Server



< 7.2.2.3 System Configuration/Email Server >

Specify email server's host name, port, ID and password to be able to send email.

## 7.2.2.4 Report Server

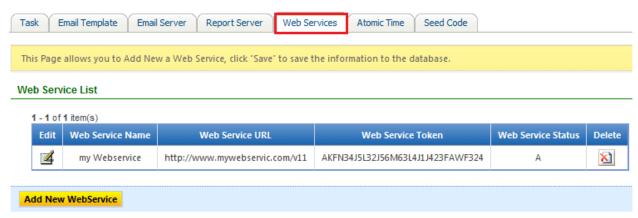


< 7.2.2.4 System Configuration/Report Server >

• Specify report server's name, ID, password and domain to be able to show report.

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#### 7.2.2.5 Web Services



< 7.2.2.5 System Configuration/Web Services >

Report Server

• Specify GovOnline's Web Services name, URL, token and status to be called from other system.

Web Services

Atomic Time

Seed Code

#### 7.2.2.6 Atomic Time

**Email Template** 

Task

Email Server



< 7.2.2.6 System Configuration/Atomic Time >

 Edit Atomic Clock's information or change the priority sequence of all atomic clocks for GovOnline to use.

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#### 7.2.2.7 Seed Code



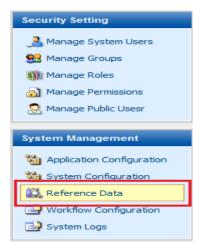
< 7.2.2.7 System Configuration/Seed Code >

• Change UCCARS Record ID's or Permit Number's current numbers.

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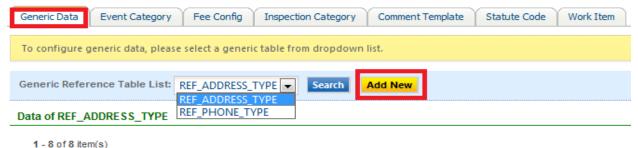
#### 7.2.3 Reference Data

It is used to manipulate all types of reference data which includes fee data configuration, It also includes event category, inspection category, comment template, statute code and work items.



< 7.2.3 Reference Data >

#### 7.2.3.1 Generic Data



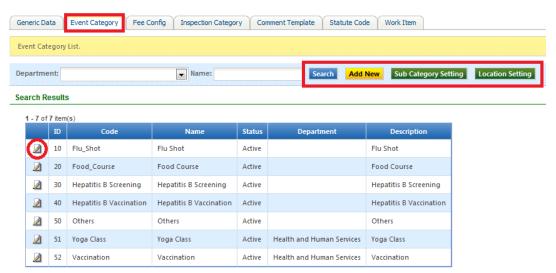
Name Description Status CD **Updated Date** Updated By Edit Code 4 Business **Business Address** Business Address Α 2010-06-04 admin 4 General General Address General Address Α 2009-11-25 SSIS Billing Billing Address Billing Address Α 2009-11-25 SSIS 4 Contact Contact Mailing Address Contact Mailing Address 2009-11-25 SSIS Α 4 Mailing Mailing Address Mailing Address Α 2009-11-25 SSIS 4 Permanent Permanent home address Permanent home address Α 2009-11-25 SSIS Service Service address Service address Α 2010-09-07 admin

< 7.2.3.1 Reference Data/Generic Data >

- Click Add New ( Add New ) button to add any new reference table.
- Click edit ( ) to add/edit/inactivate data of any existing reference table.

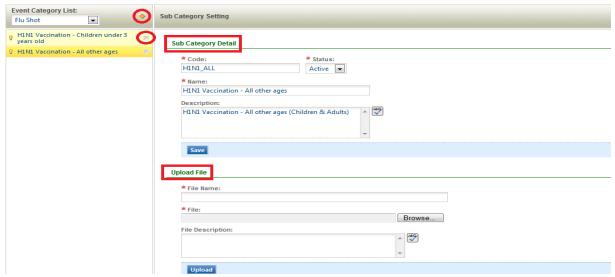
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#### 7.2.3.2 Event Category



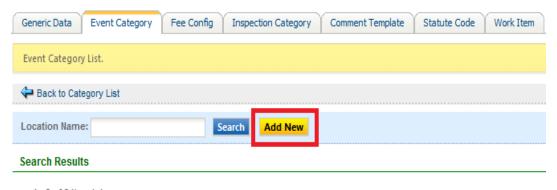
< 7.2.3.2 Reference Data/Event Category\_1 >

- Select desired department and click Search ( Search ) button to retrieve the desired event category.
- Click Add New ( Add New ) button to add new event category.
- Click edit ( ) to edit any existing event category.



< 7.2.3.2 Reference Data/Event Category\_2 >

- Click button ( Sub Category Setting ) to manage event sub category.
- Click Add New ( ) button to add a new event sub category.
- Click Add New ( ) button to delete an existing event sub category.
- Click "Save" button to save the modification of an existing event sub category.



1 - 3 of 3 item(s)

View/Edit ID Name Status

2748 J. P. Steven High School Active

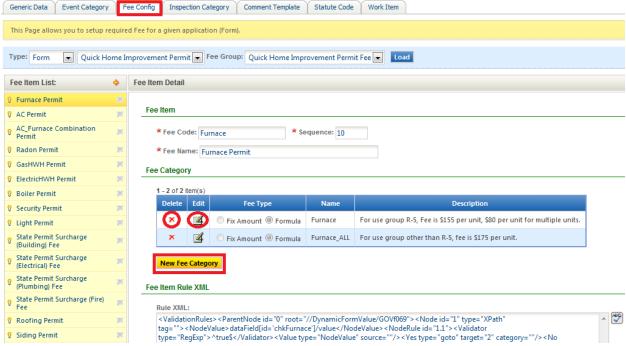
2749 Edison High School Active

2751 bbb Inactive

< 7.2.3.2 Reference Data/Event Category\_3 >

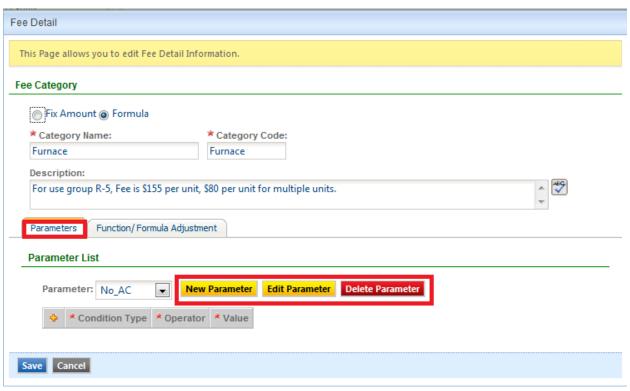
- Click button ( Location Setting ) to manage event location.
- Click Add New ( Add New ) button to add new event location.
- Click edit ( ) to edit any existing event location.

## 7.2.3.3 Fee Config



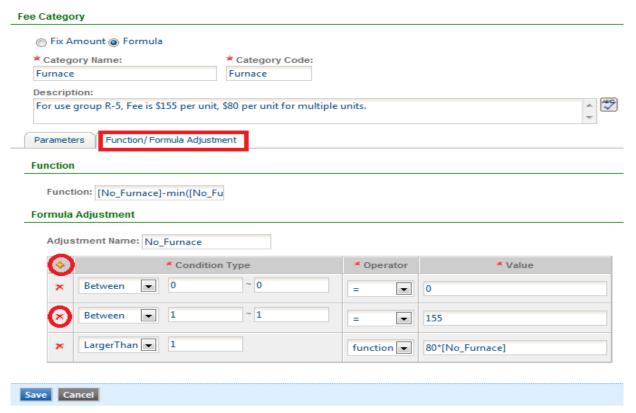
< 7.2.3.3 Reference Data/Fee Config >

- Click Add New ( New Fee Category ) button to add new fee category.
- Click edit ( ) to edit any existing fee category.
- Click ( ) icon to delete the selected fee category.



< 7.2.3.3 Reference Data/Fee Config → Fee Parameter >

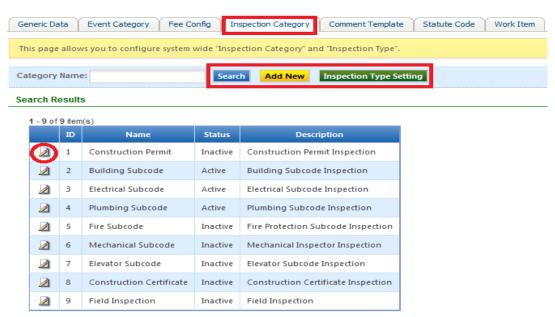
- Click Add New ( New Parameter ) button to add new fee parameter.
- Click edit (Edit Parameter) to edit any existing fee parameter.
- Click (Delete Parameter) icon to delete the selected fee parameter.



< 7.2.3.3 Reference Data/Fee Config→Fee Formula >

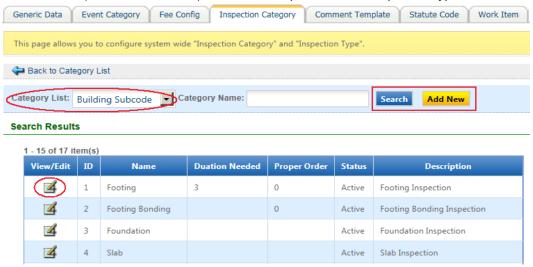
- Click Add New ( ) button to add new fee formula.
- Click "Save" button to save any updated fee formula information.
- Click (<sup>×</sup>) icon to delete the selected fee formula.

## 7.2.3.4 Inspection Category



< 7.2.3.4 Reference Data/Fee Inspection Category >

- Click Search (Search) button to retrieve the desired Inspection Category.
- Click Add New ( Add New ) button to add new Inspection Category.
- Click ( ) icon to edit desired Inspection Category.
- Click (<u>Inspection Type Setting</u>) button to set up the desired inspection type.

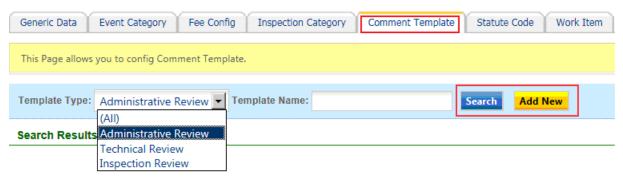


< 7.2.3.4 Reference Data/Fee Inspection Category > Inspection Type >

- Click Search ( Search ) button to retrieve the desired Inspection Type.
- Click Add New (Add New) button to add new Inspection Type.
- Click ( ) icon to edit desired Inspection Type.

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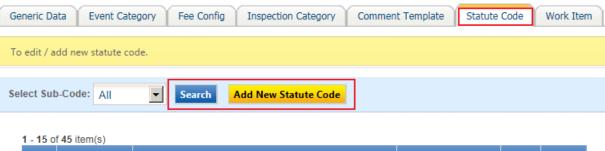
## 7.2.3.5 Comment Template



< 7.2.3.5 Reference Data/Comment Template >

- Click Search ( Search ) button to retrieve the desired Comment Template.
- Click Add New ( Add New ) button to add new Comment Template.
- Click ( ) icon to edit desired Comment Template if there is one existing template in the grid.

#### 7.2.3.6 Statute Code

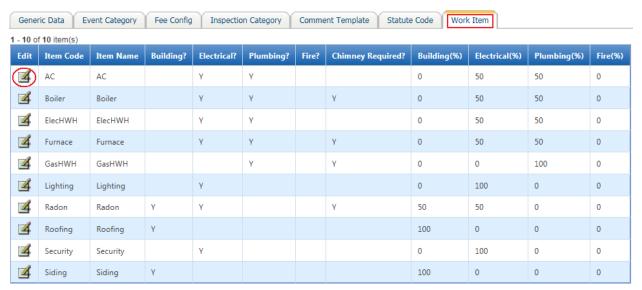


Statute Code Statute Name Status **Statute Type** State 121 1996 BOCA- 1705.4.4 UCC/BOCA NJ Α WORK PERFORMED WITHOUT REQUIRED PERMIT 2.14(a) WORK W/O PERMIT NJ Α 2.16 (j) 1. CONDITION OF PERMIT- PYMT OF APPROPRIATE FEES COND/PMT/FEES NJ Α

< 7.2.3.6 Reference Data/Statute Code >

- Click Search (Search) button to retrieve the desired Statute Code.
- Click Add New ( Add New Statute Code ) button to add new Statute Code.
- Click ( ) icon to edit desired Statute Code.

## 7.2.3.7 Work Item



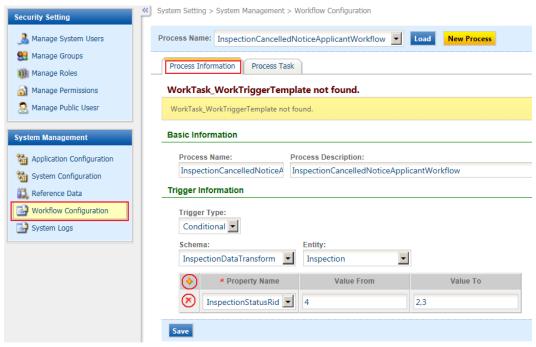
< 7.2.3.7 Reference Data/Work Items >

- Click ( ) icon to edit desired Work Item.
- Specify % among different subcode (building, electrical, plumbing and fire) to split the fees into different subcodes.

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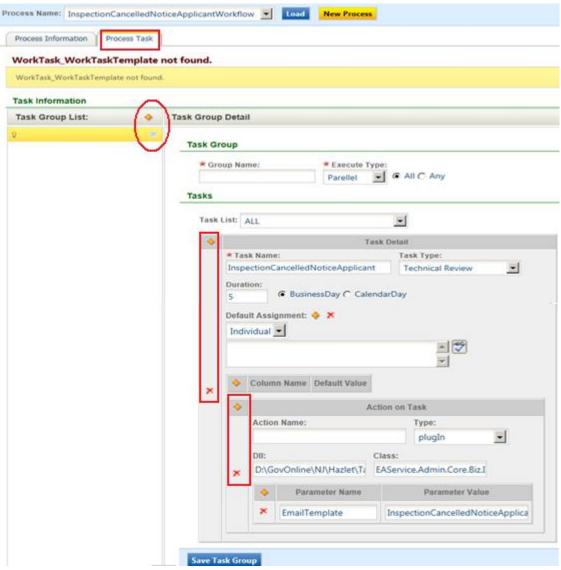
## 7.2.4 Workflow Configuration

Workflow is used to configure additional external processes to be integrated with GovOnline.



< 7.2.4 Workflow Configuration >

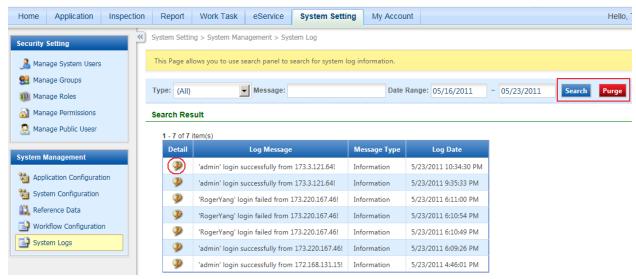
- Click New (New Process) button to add new workflow process.
- Specify process name, description and create trigger information for the process
- Click Add New (\*) button to add new process property.
- Click (<sup>▼</sup>) icon to delete existing process property.
- Click "Save" button to save any updated process property information.



< 7.2.4 Workflow Configuration / Process >

- Click Add New ( button to add new process task group.
- Within particular task group, click Add New (♣) button to add new process task.
- Within particular task group, click Add New (<sup>★</sup>) button to delete existing process task.
- Within particular task, click Add New ( button to add new action for the process task.
- Within particular task, click Add New (<sup>▼</sup>) button to delete existing action for the process task.
- Click "Save Task Group" button to save any updated process property information.

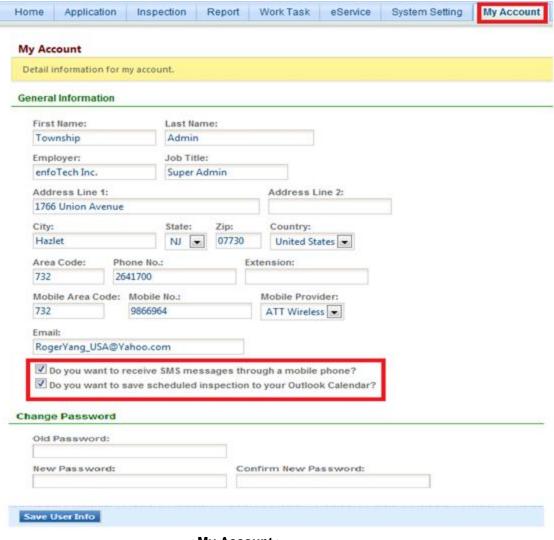
## 7.2.5 System Logs



< 7.2.5 System Logs >

- Provide message type and date range, then click Search (Search button to retrieve desired system messages.
- Click Detail ( ) button to view detail information on selected message.
- Click Purge ( Purge ) button to purge selected message.

# 8 My Account



< My Account >

- Provide mobile no, provider and check on the checkbox to be able to receive text message.
- Provide old, new password to change old password to new password.